

Community Information Update DSHS Managed Care Program

This information is being sent to communities throughout Washington to keep you up-to-date on DSHS managed care program. There is also some information related to the fee-for-service program which is for those clients not enrolled in a managed care. Included are brief summaries of current issues and links to Web sites where you can get detailed information about the topics. This publication, along with past updates, can be found on our web page at: <http://maa.dshs.wa.gov/HealthyOptions/>.

Medical Assistance Administration (MAA) has a new name: Effective July 1, 2005, DSHS joined the Mental Health Division (MHD) and the Division of Alcohol and Substance Abuse (DASA) with MAA. The new name is Health & Recovery Services Administration (HRSA). For more information about the new name and the realignment of services under one administration please go to: <http://insidedshs.dshs.wa.gov/>

Need to Contact a Managed Care Health Plan? Listed below are names and toll-free Customer Service phone numbers for the managed care health plans contracted with DSHS for Healthy Options, SCHIP, and Basic Health Plus for 2005:

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| Asuris Northwest Health (ANH) | 866-240-9560 |
| Columbia United Providers (CUP) | 800-315-7862 |
| Community Health Plan of Washington (CHPW) | 800-440-1561 |
| Group Health Cooperative (GHC) | 888-901-4636 |
| Kaiser Foundation Health Plan (KHP) | 800-813-2000 |
| Molina Healthcare of Washington, Inc. (MHC) | 800-869-7165 |
| Regence BlueShield | 800-669-8791 |

Please remember not all health plans participate in all counties throughout the state. For more detailed information on which plans participate in which your county, please check our website at <http://maa.dshs.wa.gov/HealthyOptions/>

Childhood Immunizations Rates are UP – Congratulations to everyone's collective good work. The Health Employer Data and Information Set (HEDIS®) results show that the Medicaid childhood (2 year old) immunization rates have once again increased to a statewide average of 71.3%. This is up from 2004 average of 66.9%. Your work to improve immunization care provided to Medicaid children in the state of Washington is very much appreciated. Together we can accomplish great things.

You Can Help – Infant Toddler Early Intervention Program (ITEIP) – Primary Care Providers (PCPs) are in key positions to identify, at the earliest possible age, children with potential developmental delays. The ITEIP coordinates a statewide system of early intervention services and assistance for children from birth to three (3) years in accessing those services in Washington State. Services from ITEIP through a Family Resources Coordinator (FRC) is available for all Washington State residents whether children are enrolled in DSHS managed care program or not. Additional information about the ITEIP and FRC services is available by calling 360-725-3500 or on the ITEIP website at <http://www1.dshs.wa.gov/iteip/>.

MMIS Reprocurement – Many of you know that the DSHS is in the process of implementing a modern Medicaid Management Information System (MMIS) to replace the payment system that has been in place for more than 20 years. Outreach efforts are gearing up to involve providers and Managed Care Health Plans in the implementation planning and readiness process. Lessons learned in other states who have implemented similar systems show that the participation of provider/MCO stakeholders is essential to a successful outcome. Although the new system won't "go live" until June of 2007, input is being sought now from MCOs. MCO participation and input will influence planning, training and testing of the new system. For more information, contact Chris Johnson, Provider Liaison for the MMIS Reprocurement Project, at 360-725-1862 or write to her at johnsc2@dshs.wa.gov. Visit the MMIS Reprocurement website at: <http://maa.dshs.wa.gov/mmis>

HIPAA Compliance – The Centers for Medicare & Medicaid Services (CMS) began accepting applications for National Provider Identifiers (NPI) starting May 23, 2005. The NPI will replace health care provider identifiers in use today in standard electronic health care transactions. All HIPAA covered entities, except small health plans, must begin using the NPI on May 23, 2007; small health plans have until May 23, 2008. An instructional web tool, called the NPI Viewlet, is now available for viewing at <http://www.cms.hhs.gov/medlearn/npi/npiviewlet.asp>. This tool provides an overview of the NPI, a walkthrough of the application, as well as live links to the NPPES website where the learner can apply for an NPI. This tool is designed for all health care providers. To apply for an NPI on-line go to the following website at <https://nppes.cms.hhs.gov>, or call 800-465-3203 to request a paper application. The latest information regarding NPI can be found at <http://www.cms.hhs.gov/hipaa/hipaa2>. To submit electronic claims to managed care plans please contact the managed care plan directly at the numbers listed above.

Interactive Voice Recognition (IVR) is Here - A new IVR system is now up and running to assist all Medical Assistance Customers. Starting July 1, 2005, Health & Recovery Services Administration (formerly MAA) consolidated its Provider Relations, Provider Enrollment and Client Information hotlines into a single number **(1-800-562-3022)** and added automated features to respond to general questions automatically. The new IVR system will free up Customer Service Staff to handle more complex calls and reduce waiting time for other customers. Much of the changeover will be invisible to customers. Phone calls to the old numbers will be routed to the new one automatically, and new IVR features will be added gradually.

The new IVR system will sort different kinds of calls with the help of recorded menus, letting providers zero in on the information they need, sometimes automatically. Providers who have endured long hold times will also be pleased to know that extra call capacity has been built into the new IVR. "Even if 500 people call at exactly the same moment, they will all be accepted by the IVR and get the menu choices they need," says Doug Porter, Assistant Secretary for HRSA.

The first features of the IVR system implemented include the ability for providers to verify client eligibility and warrant amounts as well provide a list of managed care health plans available in their zip code for clients. Clients will be able to select or change their *Healthy Options* Plan automatically, and the new call-routing system will accommodate provider enrollment calls as well as claims status inquiries, special information requests, and complaints. Try out the new IVR system by calling **800-562-3022**.

Regular Reports and Reminders

Healthy Options Enrollment – The monthly enrollment information in managed care by county is currently being revised. A web link should be available in our next edition of this update.

Healthy Options e-mail address: HRSA's managed care program has a separate e-mail address to answer managed care questions or concerns from community providers and health plans. Please send your questions to HealthyOptions@dshs.wa.gov

Billing Instructions – Have you checked the Billing Instructions published by Medical Assistance lately? Remember, billing instructions are updated and revised using numbered memos as changes occur in the numerous programs and benefits. Check for new Numbered Memos frequently at: <http://maa.dshs.wa.gov/Download/Newrelease.html>. The complete list of billing instructions by program/category can be downloaded from: <http://maa.dshs.wa.gov/Download/PublicationsFees.htm>

For additional information on billing HRSA for services contact the Customer Service line at 800-562-3022 or check out the website at <http://maa.dshs.wa.gov>.